



County of Los Angeles
CHIEF ADMINISTRATIVE OFFICE

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DAVID E. JANSSEN
Chief Administrative Officer

Board of Supervisors
GLORIA MOLINA
First District

YVONNE B. BURKE
Second District

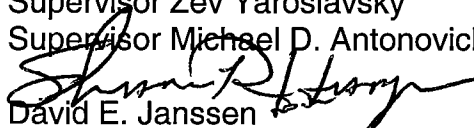
ZEY YAROSLAVSKY
Third District

DON KNABE
Fourth District

MICHAEL D. ANTONOVICH
Fifth District

June 4, 2004

To: Supervisor Don Knabe, Chairman
Supervisor Gloria Molina
Supervisor Yvonne B. Burke
Supervisor Zev Yaroslavsky
Supervisor Michael D. Antonovich

From: 
David E. Janssen
Chief Administrative Officer

CHILD ABUSE HOTLINE CONNECTION WITH 2-1-1

On January 6, 2004, on the motion of Chairman Knabe, your Board directed the Department of Children and Family Services (DCFS), along with the Chief Administrative Officer (CAO), to report back within 30 days on the feasibility of utilizing an information and referral service to provide telephone lines for callers requiring general information and/or referrals for services, without compromising child safety, and also to explore the possibility of incorporating this service into the County's plan for a 2-1-1 system.

On February 6, 2004, the Director of DCFS reported to your Board that DCFS was working with the CAO to address the January 6, 2004 motion as a part of the 2-1-1 business plan being developed jointly by INFO LINE of Los Angeles County and the County's 2-1-1 Work Group. On April 7, 2004, we advised your Board that a timeline for development of the 2-1-1 business plan had been prepared.

DCFS has joined the 2-1-1 Work Group and participating staff will have the opportunity to provide input on the development of the 2-1-1 business plan and determine the feasibility of utilizing 2-1-1 to handle general information and referral calls that do not require action by DCFS staff. The 2-1-1 Work Group will be exploring similar opportunities with other departments that provide specialized programmatic information through a dedicated telephone number.

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The 2-1-1 Work Group has completed initial efforts to review best practices and an analysis of implementation methods for several existing regional and statewide 2-1-1 systems including the Atlanta metropolitan area, State of Connecticut, and State of Texas. Other tasks undertaken by the 2-1-1 Work Group include the further development of Web-based applications for use by referral agencies and the general public and preparation of a plan to utilize the 2-1-1 call system to respond to inquiries subsequent to a local or regional disaster or other event requiring efficient dissemination of information to the public.

In an effort to streamline the future reporting of this effort and ongoing efforts to develop the 2-1-1 business plan, we will be providing your Board with a consolidated status report on the progress of this initiative and development of the 2-1-1 business plan by the 2-1-1 Work Group in 60 days. If you have any questions regarding this initiative or the development of the 2-1-1 business plan, please contact me, or your staff may contact David Dijkstra of my staff at (213) 974-4283 or via e-mail at ddijkstra@cao.co.la.ca.us.

DEJ:MKZ
DD:os

c: Executive Officer, Board of Supervisors
County Counsel
Director of Children and Family Services